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| Bulletin Number | 25970BR |
| Type of Recruitment | Open Competitive Job Opportunity |
| Department | Human Resources Countywide Exams |
| Position Title | CONSUMER AFFAIRS REPRESENTATIVE I |
| Exam Number | R1662D |
| Filing Type | Open Continuous |
| Filing Start Date | 09/17/2013 |
| Salary Type | Monthly |
| Salary Minimum | 2768.18** |
| Salary Maximum | 3616.64 |
| Special Salary Information | **Candidates selected for this position may be eligible to receive an 11% bonus which would increase the salary minimum to \$3,072.68. |
| Benefits Information | Represented Employees • Cafeteria Benefit Plan • Defined Contribution Retirement Plan • Deferred Compensation & Thrift Plan • 11 Paid Holidays • Generous Vacation and Sick Leave Benefits • Flexible Work Schedules |
| Position/Program Information | FILING WILL BE SUSPENDED AFTER THE FIRST 200 APPLICATIONS ARE RECEIVED OR ON THURSDAY, SEPTEMBER 19, 2013 AT 5 P.M. (PST), WHICHEVER OCCURS FIRST. THE EXAM WILL REOPEN AS THE NEEDS OF THE SERVICE REQUIRE. |

Applications will be accepted starting Tuesday, September 17, 2013 at 8:00 a.m.

Assists in the investigation, mediation and resolution of consumer complaints and disputes, and provides information and counseling to the public on consumer complaints or small claims court procedures. Positions allocable to this entry level class receive close supervision from higher level staff in the performance of tasks on a variety of consumer matters, including real estate, small claims court, mediation, dispute resolution, and other programs. Incumbents learn to develop increasing skill in preparation for handling routine tasks and must demonstrate the ability to deal effectively with the public. Positions assigned to small claims advisory functions receive supervision from higher level staff in responding to inquiries from the public concerning the small claims process, make appropriate referrals to other agencies, and may provide information about the statutes underlying small claims disputes. Incumbents develop a working knowledge of small claims court statutes, procedures and court rules; develop a working knowledge of consumer protection statutes underlying small claims disputes; and learn how to make appropriate referrals.

Essential Job Functions

Assists in providing counseling and information, under close supervision, to consumers, property owners, litigants, disputants, business representatives and others on consumer laws, real estate matters, small claims court procedures, dispute resolution, or other public and private agency resources. Gathers pertinent information from complainants in order to assist in evaluating the merit of complaints. Assists in the review of complainants' charges and allegations of misrepresentation of consumer products and services, unfair, unethical, or deceptive business practices, and other alleged violations of consumer protection laws and regulations in order to determine validity and accuracy of charges and allegations. Assists in the investigation and resolution of consumer complaints involving disputes between consumers, businesses and others. Assists in the interviewing of consumers, litigants and disputants to ascertain factual information concerning their

inquiry or complaint, accepts complaints, or makes referrals as appropriate. Learns the procedures, statutes, regulations, and rules governing consumer services and applies them when responding to inquiries from the public. Assists the public in completing consumer services forms. Assists in reviewing and evaluating correspondence from consumers, businesses, litigants and disputants to determine if their action has brought a complaint or dispute to resolution; contacts the parties to obtain additional information or verify resolution of a complaint or dispute. Participates in field investigations of consumer complaints as needed. Assists in maintaining records of investigation, conciliation and mediation activities and prepares correspondence and reports as necessary. Learns to research public records and other data sources as necessary to assist the public. Disseminates printed information to the public on all matters relating to the services of the department. Attends community events and gives presentations concerning consumer related service matters and department programs to consumers, property owners, litigants, disputants, businesses, civic, and other concerned groups as needed. Maintains records of contacts with the public and tabulates statistics as needed. Staffs a branch office as needed. Maintains statistical records as required.

Requirements

Selection Requirements:

OPTION 1: Six months of experience assisting the public in the solution of problems related to law or legal services, employment, housing, credit, loans, insurance, real estate, landlord - tenant, court procedures, dispute settlement, mediation, or similar services.

OPTION 2: An Associate of Arts or Associate of Science degree from an accredited* college or university.

OPTION 3: Completion of sophomore year from an accredited* college or university with an emphasis in Consumer Science, Home Economics, Administration of Justice, Political Science, Law, Public Administration, or related fields.

OPTION 4: Completion of one year of a paralegal program from an accredited* college or university.

Physical Class

Physical Class II – Light: Light physical effort which may include occasional light lifting to a 10 pound limit, and some bending, stooping or squatting. Considerable walking may be involved.

License(s) Required

A valid California Class C Driver License or the ability to utilize an alternative method of transportation when needed to carry out job-related essential functions.

Special Requirement Information

In order to receive credit for education, you must upload a legible copy of the official diploma, official transcripts, or official letter from the accredited institution which shows the area of specialization to your online application anytime during the exam process.
Applicants who meet the selection requirements at the time of application filing and pass both weighted parts of the examination, but do not submit an official diploma or official transcript, will be withheld from certification until all requirements are met and a copy of the degree or official transcript is submitted.

Applicants claiming Veteran's credit need to submit a copy of their DD214 form for review and consideration of additional points.

Accreditation Information

Accreditation: *Accredited institutions are those listed in the publications of regional, national or international accrediting agencies which are accepted by the Department of Human Resources. Publications such as American Universities and Colleges and International Handbook of Universities are acceptable references. Also acceptable, if appropriate, are degrees that have been evaluated and deemed to be equivalent to degrees from United States

**Examination
Content**

accredited institutions by an academic credential evaluation agency recognized by The National Association of Credential Evaluation Services or the Association of International Credential Evaluators, Inc. (AICE).

The administration of the written test is tentatively scheduled for Wednesday, September 25, 2013 and Saturday, September 28, 2013.

The administration of the interview is tentatively scheduled for Tuesday, October 15, 2013 and Wednesday, October 16, 2013.

Invitation letters to the written test and interview may be sent electronically to the email address you provide on your application.

This examination will consist of TWO (2) parts:

PART I - A written test weighted 50% that contains both computerized and paper-and-pencil components covering Written Expression; Reading Comprehension; Data Analysis and Decision Making; Achievement Orientation; Conscientiousness; Customer Service Potential; Customer Focus; Dependability; and Retention.

NOTE: Candidates that have taken the identical written test (s) for other exams within the last 12 months will have their written test scores for the identical test part(s) automatically transferred to this examination.

This examination contains test parts that may be used in the future for new examinations. Your scores will be transferred to the new examination and you may not be allowed to re-take any identical test parts for at least a year.

WRITTEN TESTS ARE NOT REVIEWABLE BY CANDIDATES PER CIVIL SERVICE RULE 7.19. IN ADDITION, REQUESTS FOR HANDSCORING FOR THIS EXAMINATION WILL NOT BE GRANTED.

Only those candidates who pass the written test will be eligible to proceed to the structured interview (Part II). Candidates who are unsuccessful on the written test will be notified by mail.

PART II - A Structured Interview (SI) weighted 50% to evaluate Ability to Establish and Maintain Positive Working Relationship; Ability to Orally Communicate Effectively; Integrity; Ability to Take Initiative; and Ability to Adapt.

Candidates must achieve a passing score of 70% or higher on each weighted part of the examination in order to be placed on the eligible register.

Candidates will be notified of their test results by US mail.
Scores cannot be given over the telephone.

**Special
Information**

FINGERPRINTING AND SECURITY CLEARANCE: Employment is subject to security clearance which may include fingerprinting. Any false statement or omission of material fact may cause forfeiture of employment rights. Information presented on employment applications, resumes and during the examination process is subject to verification.

Study guides and other test preparation resources are available to help candidates prepare for employment tests. An interactive, Online Test Preparation System for taking practice tests may be accessed on the Department of Human Resources website at <http://hr.lacounty.gov/>. Please click on Job Info Center, then click on Employment Test Preparation.

You can also access test preparation for the computerized version of the test by going to <http://service.shi.com/shi-on-demand-candidates/index.php?action=showEntry&data=1444>. While the guides will help in preparing for the test, we advise you to review ALL related materials that you deem necessary.

**Vacancy
Information**

The eligible register resulting from this examination will be used to fill vacancies in the Department of Consumer Affairs.

**Eligibility
Information**

The names of candidates receiving a passing score in the examination will be placed on the eligible register in the order of their score group for a period of twelve (12) months following the date of promulgation.

No person may compete in this examination more than once every twelve (12) months.

**Available Shift
Application and
Filing
Information**

Any

APPLICATIONS MUST BE FILED ONLINE ONLY.

APPLICATIONS SUBMITTED BY U.S. MAIL, FAX OR IN PERSON WILL NOT BE ACCEPTED.

To apply online, please click the link below:

https://sjobs.brassring.com/1033/asp/tg/cim_jobdetail.asp?partnerid=25082&siteid=5045&areq=25970BR

INSTRUCTIONS FOR FILING ONLINE:

Apply online by clicking the tab that reads "APPLY TO JOB ". You can also track the status of your application using this system.

The acceptance of your application depends on whether you clearly show that you meet the Selection Requirements. Please fill out the application completely and correctly so that you will receive full credit for related education and/or experience.

In the space provided for education, include the names and addresses of schools attended, titles of courses completed, dates completed, and number of credits and/or certificates earned. For each job held give the name and address of your employer, your job title, beginning and ending dates, the number of hours worked per week, description of work performed, your role, level of involvement, independence, size of organization, complexity, and level of accountability surrounding your experience, and salary earned. Incomplete applications will be rejected.

All information is subject to verification. We may reject your application

at any time during the examination and hiring process, including after appointment has been made.

SOCIAL SECURITY NUMBER:

All applicants MUST enter a valid social security number at the time of filing. Entering anything other than a valid social security (i.e. 000-00-0000, 111-11-1111, etc.) will result in an automatic rejection of your application.

COMPUTER AND INTERNET ACCESS AT PUBLIC LIBRARIES:

For candidates who may not have regular access to a computer or the internet, applications can be completed in computers at public libraries throughout Los Angeles County.

NO SHARING OF USER ID AND PASSWORD:

All applicants must file their application online using their OWN user ID and password. Using a family member or friend's user ID and password may erase a candidate's original application record.

County of Los Angeles Information

View details regarding Employment Eligibility Information, Social Security Act of 2004, Records of Convictions, Veterans Preference Credit, Los Angeles County Child Support Compliance Program, Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act by clicking on the link below:

[COUNTY OF LOS ANGELES BULLETIN INFORMATION](#)

OR

Visit <http://hr.lacounty.gov> to view the above information. Click on Job Info Center Tab, and then click on County of Los Angeles Bulletin Information link under Some helpful links section.

Equal Employment Opportunity: It is the policy of the County of Los Angeles to provide equal employment opportunity for all qualified persons, regardless of race, religion, sex, national origin, age, sexual orientation, or disability.

All positions are open to qualified men and women pursuant to the Americans with Disabilities Act of 1990 and the California Fair Employment and Housing Act.

The County will make reasonable accommodations.

Department Contact Name

Wei Wang or Jennifer Washington

Department Contact Phone

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Department Contact Email

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ADA Coordinator Phone

(213)738-2057

Teletype Phone

(800)899-4099

California Relay Services Phone

(800)735-2922

Alternate TTY Phone

(800)897-0077

Job Field

General Government Services/Other

Job Type

All Others

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